

Call Transfer With Call Detail

MCI has had considerable experience in billing, and our experience is that trying to match billing among access service providers would be extremely difficult. There is a high likelihood of creating duplicate, and incorrect billing for the consumer. Attempting to solve one billing problem (splashing) in this method, would create new billing problems. This approach would inevitably result in delays in the consumer being billed for such calls, which could be up to several months, as well as inaccurate and incorrect billing.

Conclusion

The best long term solution is for each carrier to develop 800, 950, and 10XXX access and to educate its customers on how to use such access. At the present time, AT&T is instructing its customers to reach its operators without readily accessible means, which creates customer confusion and dissatisfaction. Also, this places an impossible burden on operator service providers because AT&T is in the process of stimulating demand for transferring calls to themselves without the present availability of readily accessible means of access. Yet it is not willing to accept short term solutions such as accepting oral ANI.

Sincerely, .



Peter Guggina
MCI

ATTACHMENT C

NECA Operator Transfer
Service Tariff Transmittal

JUL 16 1991

100 South Jefferson Road
Whippany, New Jersey 07981
201 984-8080

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Antonio Yanez
Director, Tariff
& Regulatory Matters

July 16, 1991

Transmittal No. 457

Secretary
Federal Communications Commission
Washington, D.C. 20554

Attention: Common Carrier Bureau

The accompanying tariff material, issued on behalf of the National Exchange Carrier Association, Inc. (NECA) bearing Tariff F.C.C. No. 5, Access Service, is sent to you for filing in compliance with the Communications Act of 1934, as amended.

This filing, to become effective August 30, 1991, consists of tariff pages as indicated on the following check sheet:

Tariff F.C.C. No. 5

118th Revised Page 1

This filing adds Operator Transfer Service (OTS) to NECA's Tariff No. 5. OTS is an arrangement in which Telephone Company operators transfer "0-" and user dialed calls to the Operator Service Provider designated by the end user. The Telephone Company will provide OTS for calls originating from exchange service lines in end offices subtending Operator Services locations.

Acknowledgement of receipt of this filing and the required \$490.00 filing fee is requested. A duplicate letter is provided for this purpose. All correspondence and inquiries concerning this filing should be addressed to me.

Antonio Yanez

Enclosures

Duplicate Letter
Tariff Pages (45 Pages)
Description and Justification

Copy of Letter, with Enclosures, concurrently delivered to:
Chief, Tariff Review Branch (Public Reference Copy)
Downtown Copy Center

NATIONAL EXCHANGE CARRIER ASSOCIATION, INC.
OPERATOR TRANSFER SERVICES
TRANSMITTAL NO. 457

DESCRIPTION & JUSTIFICATION

I. INTRODUCTION

The National Exchange Carrier Association, Inc. (NECA) hereby submits revised tariff pages and supporting data for its introduction of Operator Transfer Service (OTS), offered under Tariff F.C.C. No. 5.

OTS is consistent with the Commission's objective to promote greater end user choice in the selection of operator services providers (OSP). This service will facilitate end user access to the OSPs of their choice.

II. SERVICE DESCRIPTION

OTS is an arrangement in which Telephone Company operators transfer "0-" end user dialed calls to the OSP designated by the end user. The Telephone Company will provide OTS for calls originating from exchange service lines in end offices subtending the Operator Services location.

OTS is offered to all OSPs that obtain access service from telephone companies identified in Tariff F.C.C. No. 4 as providing operator services. OTS will assist OSPs in obtaining access to end users who may otherwise experience difficulty in reaching their preferred OSP. In addition, OTS enables each OTS subscriber to be accessed by end users from any telephone station from designated equal and non-equal access end offices. Those end offices

providing OTS are identified in National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4.

An end user who dials "0" is connected to the Telephone Company operator. The operator answers the call and will initially request the end user to dial the OSP directly. If the end user insists that the operator complete the call, the operator will ask the end user to identify the OSP to which they desire to be connected. The operator will then transfer the call to the designated OSP. If the end user has no preference, or the identified OSP has not subscribed to OTS, the end user will be asked to select from a list of available OSP customers.

The list of available OSPs will be updated monthly. The order in which OSPs will be read to end users will be initially determined by the sequence in which customers have ordered OTS. For each subsequent monthly update, following the initial order selection, the OSP in the first position on the list will be moved to the last position on the list. All other OSPs on the list will be moved up one position. New OSP customers will initially be placed at the bottom of the list of customers.

III. PROPOSED TARIFF STRUCTURE

NECA will recover the costs of providing OTS to OSPs through existing switched access rate elements and the new OTS charge.

The OTS charge is assessed per 0- call transferred to an OSP. The OTS charge is designed to recover direct operator work time and equipment costs required to perform the 0- transfer activity. An 0- call is considered transferred when the Telephone Company

operator activates the switch transferring the call to the designated OSP and the OSP acknowledges receipt.

In addition to the OTS charge, Feature Group C or Feature Group D Switched Access and Carrier Common Line charges will apply. These charges recover costs related to the transport and switching of a call from the end user to the operator and then to the OSP's point of termination.

IV. JUSTIFICATION

The establishment of OTS in NECA Tariff F.C.C. No. 5 will enable NECA member companies to provide a valuable and beneficial service to their end users, long distance carriers and OSPs. This offering will facilitate the selection of an interstate operator by, and provide needed assistance to, end users who otherwise may experience difficulty in reaching their preferred OSP. It will enable each OTS subscriber to be accessed by end users from any telephone station from both equal and non-equal access end offices.

V. OPERATOR TRANSFER RATE DEVELOPMENT

NECA issued an OTS user survey to companies participating in its Traffic Sensitive (T/S) Rate Development Task Force to identify those companies with operator functions. The T/S Task Force consists of larger cost companies participating in NECA's CL and T/S tariffs. Collectively, these ECs conduct operations in a total of 120 study areas geographically dispersed throughout the country and comprise approximately 34.4 percent of NECA's CL revenue

requirement and 29.2 percent of the total test period T/S revenue requirement. Additional companies completing the survey were identified through cost study records as being potential OTS providers by their investment in Part 32 Account 2220 (Operator Systems). These companies were asked to complete the Operator Transfer data Request (Exhibit 1).

Companies were asked to provide test Period OTS revenue requirement and demand. The OTS revenue requirement is based on each company's outward interstate operator investment, taxes, return, and expenses, all of which are included in the non-access Interexchange revenue requirement.¹ Companies complied with standard FCC Part 36 & 69 separations rules in developing the revenue requirement.

The OTS rate was derived by taking the aggregate cost company revenue requirement and dividing it by aggregate cost company demand. A summary of the calculations for the OTS rate is shown in Exhibit 2.

¹ In the Memorandum Opinion and Order, In the Matter of Ameritech Operating Companies Petition for Waiver of Section 69.4(b) of the Commission's Rules, Transmittal Nos. 425 & 467, Released March 5, 1991, the FCC established a blanket waiver to allow Operator Transfer Service to be treated as access.

OPERATOR SERVICE DATA REQUEST
INTRODUCTION

NECA has received many inquiries regarding an Outward Operator Service rate element for the access tariff.

The Outward Operator Service function is defined as:

Operator Transfer for 0- calls: Operator Transfer for 0-calls is performed when a local end user dials 0- and is routed to a LEC operator and requests to complete an operator-assisted interstate call (collect call, calling card call, etc.). The LEC operator then transfers the end user to the appropriate IC Operator for call completion.

Included at the end of this study is the March 5, 1991 FCC Order which establishes a blanket waiver for all carriers who provide or wish to provide the operator transfer service.

OVERVIEW

The Operator Service Study will develop a cost-based Outward Operator service rate element. This study needs to be completed by NECA T/S tariff participants, including Average Schedule companies, who are currently providing interstate operator services. Companies who provide interstate operator services under contract also need to complete this study.

Cost companies providing interstate Outward Operator services need to provide Test Period annual revenue requirement and demand. The Test Period is 7/1/91-6/30/92 and can be calculated by averaging 1991 and 1992 annual data. The Test Period information needs to show the development of the Outward Operator service revenue requirement at 11.25% Rate of Return (ROR).

A HYPOTHETICAL example for companies providing the O- service appears on ATTACHMENT A. This example demonstrates the amount of detail NECA needs to receive with WORKSHEET #1.

Please provide the results by 05/17/91 to:

Lisa Morrison

NECA

100 S. Jefferson Road

Whippany, NJ 07981

(201) 884-8336

WORKSHEET #1

COMPANIES PROVIDING OPERATING SERVICES

Presently, operator service investment and expenses for non-directory assistance (DA) functions are assigned non-access (Interexchange / IX) pursuant to Part 69 Rules. All Outward interstate operator investment, taxes, and expenses residing in Part 69 non-access (IX) will need to be identified to calculate an operator service revenue requirement. Also needed to calculate the revenue requirement is an IC List Expense (see Attachment A, Line 13). This expense is associated with maintaining a list of subscribing ICs that are offered to the end-user when the end-user doesn't specify an IC for call completion. Each month the company at the top of the list will be placed at the bottom and the other ICs will move up one position. The IC List Expense should also include list updates and operator training pertaining to the handling of IC choices to end-users. Please follow these steps to develop the operator service revenue requirement:

- Calculate the operator service Test Period revenue requirement using an 11.25% ROR.

Your company can calculate this revenue requirement by hand or modify your cost study forecasting model to print an Operator Service column.

- NECA needs a copy of your Test Period output showing investment, expenses, taxes, and revenue requirement from the IX column and the additional Outward Operator Service column.

This additional Operator Service column represents Outward operator investment, expenses, and taxes formerly in the non-access (IX) column.

- Record the Test Period operator service revenue requirement on WORKSHEET #1, LINE 1.
- The Test Period operator service revenue requirement on LINE 1 must be an annual revenue requirement.
- Forecast an annual 0- demand quantity.

WORKSHEET #1

OPERATOR SERVICE DATA REQUEST

Study Area Code : _____

Study Area Name : _____

Contact Name: _____

Contact Phone Number: _____

LINE 1

Outward Operator Service Revenue Requirement (Annualized) \$ _____

(Please provide Test Period output to support LINE 1)

LINE 2

(A)
Annual Demand

Outward Operator Service:

Operator Transfer 0- _____

ATTACHMENT A

HYPOTHETICAL PART 69 OUTPUT

This is the type of detail needed for companies with operators to support the Revenue Requirement on the SAMPLE WORKSHEET, LINE 1.

Not intended as an all inclusive Revenue Requirement output form!

Output Service column represents the amount of dollars which will move from IX to Operator Services.

ACME Telephone Company
Fcode: 123456

<u>Revenue Requirement Summary</u>	<u>IX</u>		<u>Outward (0-) Operator Services</u>
1 Plant in Service	54,440	----->	32,664
2 Net Investment	28,859	----->	17,315
3 Return @ 11.25% (Line 2 * .1125)	3,247	----->	1,948
4 Fixed Charges	375	----->	225
5 Investment Tax Credit	196	----->	118
6 Taxable Income FIT	2,675	----->	1,605
7 FIT @ 51.515151% (Line 6 * .51515151)	1,378	----->	827
8 Taxable Income SIT	4,053	----->	2,432
9 SIT @ 7.05% (Line 8 * State Income Tax Rate) (e.g. .0705)	286	----->	171
10 Return + FIT + SIT	4,714	----->	2,828
11 Operating Expenses & Taxes	146,232	----->	87,739
12 Revenue Requirement (Line 10 + Line 11)	150,946	----->	90,567
13 IC List Expense			1,200
14 Revenue Req. w/List Expense (Line 12 + Line 13)	150,946	----->	91,767

SAMPLE
WORKSHEET

OPERATOR SERVICE DATA REQUEST

Study Area Code : 123456

Study Area Name : ACME Tel. & Tel.

Contact Name: John Doe

Contact Phone Number: (123) 555-1111

LINE 1

Outward Operator Service Revenue Requirement (Annualized) \$91,767

(Please provide Test Period output to support LINE 1)

LINE 2

(A)
Annual Demand

Outward Operator Service:

Operator Transfer 0- 10,000

SAMPLE

EXHIBIT 2

OPERATOR TRANSFER RATE DEVELOPMENT

Revenue Requirement Summary		Outward (O-) Operator Services
-----		-----
1	Plant in Service	\$78,849
2	Net Investment	\$53,842
3	Return @ 11.25% (Line 2 * .1125)	\$6,057
4	Operating Expenses & Taxes	\$51,396
5	Revenue Requirement	\$57,453 =====

Cost Company Demand

91,337
=====

OPERATOR TRANSFER RATE:

\$0.6290
=====

ACCESS SERVICE

17. Rates and Charges (Cont'd)17.2 Switched Access Service (Cont'd)17.2.6 Assumed Minutes of Use

	Assumed Minutes Per Month Per Line or Trunk	Tariff Section Reference
(A) Feature Group A, Two Way Calling (1510 Originating, 2685 Terminating)	4195	6.5.4
(B) Feature Group A, Originating Only	1510	6.5.4
(C) Feature Group A, Terminating Only	2685	6.5.4
(D) Feature Group B, Two Way Calling (3132 Originating, 5568 Terminating)	8700	6.6.4
(E) Feature Group B, Originating Only	3132	6.6.4
(F) Feature Group B, Terminating Only	5568	6.6.4
	<u>Rate</u>	(S)(x) (S)(x)
17.2.7 Operator Transfer Service Per Call Transferred	\$0.4588	6.10 (R)(x)

(x) Filed under authority of Special Permission No. 91-822 of the Federal Communications Commission. This revises material originally filed under Transmittal No. 457 and subsequently deferred under Transmittal No. 462 scheduled to become effective October 14, 1991.

Issued: October 7, 1991

Effective: October 14, 1991

Director-Tariff and Regulatory Matters
100 So. Jefferson Rd., Whippany, N.J. 07981

ATTACHMENT D

AT&T Operator Dialed
Surcharge Tariff Transmittal



M. F. DeCasino
Administrator-Rates and Tariffs

Room 32D66
55 Corporate Drive
Bridgewater NJ 08807
908 658-8881

August 5, 1992

Transmittal No. 4329

Secretary
Federal Communications Commission
Washington, DC 20554

Attention: Common Carrier Bureau

The accompanying tariff material issued by AT&T Communications and bearing Tariff F.C.C. No. 1, effective August 19, 1992, is sent to you for filing in compliance with the requirements of the Communications Act of 1934, as amended. This material consists of tariff pages as indicated on the following check sheet:

Tariff F.C.C. No. 1 - 1323rd Revised Page 1

This filing increases the Operator Dialed Surcharge from \$.75 to \$1.00. The Operator Dialed Surcharge applies to Operator Station and Person-to-Person rated calls when the customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station.

In compliance with Section 61.49 of the Federal Communications Commission's Rules and Regulations, AT&T has calculated adjustments for Basket 1, including adjustments to the Actual Price Index (API) and the Service Band Indices (SBIs) for Operator/Card and the International Service Bands and the Residence Index. The new API remains below the Price Cap Index (PCI) for Basket 1, while the new SBIs for the services fall between the upper and lower limits of each service band. These indices are shown in Table 1 along with the API and SBIs established in AT&T's most recent price cap filing.

Notification to customers of these tariff changes is being made through advertisements scheduled to appear within the next two business days in general circulation daily newspapers in major metropolitan areas throughout the country (including USA Today and national editions of the Wall Street Journal and the New York Times).

Table 1

Price Cap Indices

<u>Basket 1</u>	<u>Current Value*</u>	<u>Result of this Filing</u>
PCI	94.4	94.4
API	94.3	94.4

Operator/Card Service Band

Upper Limit	104.5	104.5
Band Index	99.5	100.0
Lower Limit	94.5	94.5

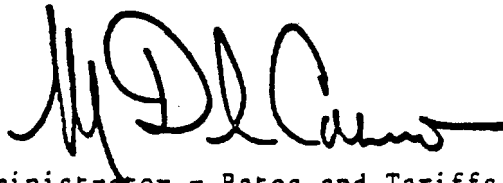
International Service Band

Upper Limit	99.4	99.4
Band Index	94.7	94.8
Lower Limit	90.0	90.0

Residence Index

Upper Limit	95.4	95.4
Band Index	94.5	94.6

Acknowledgment and date of receipt of this filing are requested. A duplicate letter of transmittal is attached for this purpose. All correspondence in connection with this filing should be addressed to Mr. M. F. DelCasino, Administrator - Rates and Tariffs, AT&T Communications, 1120 - 20th Street, N.W., Suite 1000, Washington, DC 20036.



Administrator - Rates and Tariffs

Duplicate Letter

Attachment:

Tariff Pages

Copy of Letter, with attachment, concurrently sent to:

Commercial Contractor

Chief, Tariff Review Branch, Public Reference Copy

* The current value of these indices reflects the results of all prior AT&T Price Cap filings.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

CHECK SHEET

The Title Page and Pages 1 through 215 inclusive of this tariff are effective as of the date shown. Original and revised pages as named below and AT&T Communications Supplement No. 264 contain all changes from the original tariff that are in effect on the date shown.

Page	Number of Revision Except as Indicated	Page	Number of Revision Except as Indicated	Page	Number of Revision Except as Indicated	Page	Number of Revision Except as Indicated	Page	Number of Revision Except as Indicated
Title	6th	43.1	Original	66.6	4th*	96	12th	118.48	Original
1	1323rd*	44	16th	66.7	11th	97	8th	118.49	Original
1.1	402nd	45	8th	66.8	10th	97.1	5th	118.50	Original
1.2	120th	46	3rd	66.9	7th	97.2	2nd	118.51	Original
1.3	69th	47	14th	67	5th	97.3	2nd	118.52	Original
1.4	2nd	48	14th	68	5th	97.4	2nd	118.53	Original
2	9th	49	11th	69	7th	97.5	Original	118.54	Original
3	3rd	50	1st	69.1	2nd	98	8th	118.55	Original
4	7th	51	5th	70	4th	98.1	2nd	118.56	1st
4.1	1st	52	1st	70.1	3rd	98.2	Original	118.57	Original
5	12th	53	10th	71	6th	99	7th	118.58	Original
6	17th	53.1	1st	72	5th	100	6th	118.59	Original
7	18th	54	23rd	73	8th	100.1	5th	118.60	Original
7.1	15th	54.1	10th	74	12th	100.2	1st	118.61	Original
8	17th	55	28th	75	10th	101	16th	118.62	Original
8.1	10th	55.1	19th	76	11th	102	6th	118.63	2nd
8.2	5th	55.1.1	10th	76.1	18th	103	6th	118.64	Original
8.3	Original	55.1.1.1	1st	76.1.1	Original	104	9th	118.65	Original
8.4	1st	55.1.2	1st	76.2	25th	104.1	3rd	118.66	Original
8.5	1st	55.1.3	3rd	76.3	33rd	104.2	3rd	118.67	Original
8.6	Original	55.2	34th	76.3.1	3rd	105	12th	118.68	Original
9	8th	55.2.1	11th	76.3.2	7th	106	6th	118.69	Original
10	32nd	55.2.2	14th	76.3.3	4th	107	7th	118.70	Original
10.1	31st	55.2.3	8th	76.4	9th	108	5th	118.71	Original
10.1.1	1st	55.2.4	3rd	76.5	6th	109	9th	118.72	Original
10.2	20th	55.3	20th	76.5.1	1st	110	8th	118.73	1st
10.2.1	1st	55.4	17th	76.6	Original	111	14th	119	3rd
10.3	12th	55.4.1	8th	76.7	Original	112	5th	120	7th
10.4	21st	55.4.2	1st	76.8	Original	113	12th	121	5th
10.4.1	7th	55.4.3	2nd	76.9	Original	114	11th	122	5th
10.5	24th	55.4.4	1st	77	46th	115	5th	123	6th
10.5.1	8th	55.4.5	3rd	78	40th	115.1	4th	124	4th
10.5.2	3rd	55.4.6	3rd	79	18th	115.2	3rd	124.1	20th
10.5.3	Original	55.4.7	3rd	80	8th	115.3	9th	124.2	14th
10.5.4	1st	55.4.8	1st	81	20th	115.3.1	Original	124.3	4th
10.5.5	Original	55.4.8.1	Original	81.1	1st	115.4	5th	124.4	5th
10.6	50th	55.4.9	Original	81.2	1st	115.5	2nd	124.5	8th
10.7	40th	55.5	6th	81.3	Original	115.6	3rd	124.6	1st
10.7.1	23rd	55.6	5th	81.4	Original	115.7	5th	124.7	9th
10.8	33rd	55.7	9th	82	11th	115.8	4th	124.8	3rd
10.8.1	Original	56	41st	82.1	13th	116	1st	124.8.1	5th
10.9	4th	56.1	9th	82.2	2nd	117	1st	124.8.2	2nd
10.10	Original	56.2	5th	82.3	8th	118	2nd	124.8.3	3rd
11	9th	56.3	1st	82.4	3rd	118.1	7th	124.9	15th
11.1	Original	56.4	1st	82.5	1st	118.2	6th	124.9.1	1st
12	28th	57	15th	82.6	2nd	118.3	4th	124.10	8th
13	9th	57.1	20th	83	9th	118.4	5th	124.10.1	Original
14	2nd	57.2	4th	84	7th	118.5	7th	124.10.2	Original
15	7th	57.3	2nd	85	12th	118.6	5th	124.10.3	Original
16	1st	58	6th	86	5th	118.7	2nd	124.11	2nd
17	1st	59	4th	87	9th	118.8	4th	124.12	2nd
18	1st	60	4th	88	6th	118.9	8th	124.13	12th
19	1st	61	37th	89	8th	118.10	4th	124.14	12th
20	3rd	61.1	9th	89.1	Original	118.11	7th	124.15	2nd
21	5th	61.2	1st	89.2	Original	118.12	5th	124.16	4th
21.1	Original	62	11th	89.3	Original	118.13	5th	124.16.1	Original
22	6th	63	11th	89.4	Original	118.14	6th	124.17	1st
23	5th	63.1	Original	90	14th	118.15	3rd	124.18	2nd
24	1st	64	14th	90.1	6th	118.16	6th	124.19	2nd
25	7th	64.1	8th	90.2	2nd	118.17	1st	124.20	5th
25.1	2nd	64.1.1	3rd	90.2.1	Original	118.18	3rd	124.20.1	Original
25.2	Original	64.2	4th	90.2.2	Original	118.19	4th	124.20.2	Original
25.3	Original	65	13th	90.3	4th	118.20	8th	124.20.3	Original
26	14th	65.1	4th	90.4	4th	118.21	6th	124.21	9th
26.1	8th	65.1.1	2nd	90.5	1st	118.22	4th		
26.2	7th	65.2	9th	90.6	1st	118.23	4th		
26.3	9th	65.3	9th	90.7	3rd	118.24	4th		
26.4	3rd	65.4	4th	90.8	2nd	118.25	4th		
26.5	2nd	65.5	5th	90.9	1st	118.26	4th		
27	3rd	66	11th	90.10	1st	118.27	2nd		
28	8th	66.1	13th	90.11	1st	118.28	1st		
28.1	3rd	66.2	21st	90.12	3rd	118.29	2nd		
28.2	3rd	66.2.1	1st	90.13	4th	118.30	2nd		
28.3	21st	66.3	13th	90.13.1	Original	118.31	1st		
29	8th	66.3.1	6th	90.14	3rd	118.32	2nd		
30	6th	66.3.2	1st	90.15	5th	118.33	1st		
31	4th	66.4	10th	90.16	3rd	118.34	1st		
32	1st	66.4.1	1st	91	11th	118.35	1st		
33	1st	66.5	11th	92	5th	118.36	4th		
34	1st	66.5.1	11th	93	11th	118.37	1st		
35	3rd	66.5.1.1	12th	94	5th	118.38	2nd		
36	3rd	66.5.2	9th	94.1	2nd	118.39	3rd		
37	5th	66.5.2.1	3rd	94.2	2nd	118.40	2nd		
38	5th	66.5.3	7th	94.3	2nd	118.41	1st		
38.1	5th	66.5.3.1	8th	94.4	3rd	118.42	1st		
39	10th	66.5.3.2	4th	94.5	4th	118.43	5th		
39.1	6th	66.5.4	8th	94.5.1	Original	118.44	2nd		
40	7th	66.5.5	Original	94.6	1st	118.45	1st		
41	5th	66.5.6	Original	94.6.1	2nd	118.46	Original		
42	2nd	66.5.7	Original	95	10th	118.47	Original		
43	13th	66.5.8	Original						

* New or Revised Page.

3.2.8. Operator Dialed Surcharge - Applies a surcharge to Operator Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code ("0", "00" or "10288+0") and requests the operator to dial the called station.

In addition to any service charges, the surcharge applies to calls from points in the Mainland and Hawaii to points throughout the United States, Puerto Rico and U.S. Virgin Islands. The surcharge also applies to operator station and person-to-person calls (other than collect and calling card calls) to Mexico and Canada, and to Calling Card, operator station and person-to-person international calls (except collect calls). The surcharge does not apply to:

- International calls originating from local exchange offices that do not have international direct distance dialing capability,
- International calls to countries to which direct distance dialing capability is not available,
- Calls where a Customer cannot otherwise dial the call, due to defective equipment or trouble on the AT&T Telecommunications Network,
- Calls in which a Company operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.
- International calls to points other than Canada, Mexico and the 809 NPA which are coin sent paid, hotel/motel sent paid or where time and charges are provided.
- Domestic Calling Card calls

Rate - per call \$1.00 I

3.2.9. Busy Line Verification - Provides operator assistance in determining if there is conversation in progress on a called station. The service charge only applies if conversation is detected.

- per verification Service Charge
\$2.00

3.2.10. Busy Line Interruption - Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made, and its Service Charge incurred, prior to a Busy Line Interruption.

- per interruption Service Charge
\$2.00

SERVICE LIST

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